

West Virginia TBI Quality Improvement Advisory Council Council Meeting Minutes	DATE: February 17, 2022 TIME:9:00-11:00 am
Members Present:	
Heather Velez, Carolyn Lecco	
Members Not Present:	
Terry Edgar, Rodney Smith, Nichole Wills, Brad Anderson, Regina Desmond	
Others Present:	
Teresa McDonough, Mark Fordyce, Sara Martin, Marcus Canaday, Carissa Davis, Angie Morales, Katharine Randall, Lisa Brooks, and Barb Recknagel.	
Meeting Minutes from the 11/18/2022 QIA Council meeting were approved.	
Motion to approve: Carolyn Lecco	
Motion to Second: Heather Velez	
Motion Carried	

MINUTES

Agenda Item	Welcome/ Introductions/Old Business	Presenters	Barb Recknagel Teresa McDonough
Discussion and Conclusions:			
<u>New Business</u>			
<ul style="list-style-type: none"> • <u>Membership</u> Barb verbally presented the two applicants for open voting positions on the Council. <u>Member active on the Program:</u> Applicant L. Slack <u>Stakeholder position:</u> Applicant L. Secrist 			
Motion to approve: Heather Velez			
Motion to Second: Carolyn Lecco			
Motion Carried			
There remains two (2) unfilled voting position on the Council, stakeholder with experience children with TBI and family member of a child with TBI. Preference would be active or formally active on the TBI Waiver program. Kepro staff have contacted the existing families, and all have declined involvement at this time.			
<ul style="list-style-type: none"> • <u>TBIW QIA Council Annual Report 2021</u> The Council annual report was reviewed by the members in attendance. Teresa provided a summary of the contents and purpose. Time was allowed for comments, questions and /or clarification. There were none made. 			
Motion to approve: Carolyn Lecco			
Motion to Second: Heather Velez			
Motion Carried			

Action Items	Person Responsible	Deadline
1. Continue to conduct targeted outreach for Council applicants	Council Members	On-going
2. Place Approved Annual report on BMS website	Barb Recknagel-Kepro Teresa McDonough-BMS	Completed

Agenda Item	(Agenda Item here)	Presenters
		Teresa McDonough—BMS Marcus Canaday Sara Martin—MFP/TMH Lisa Brooks/Katharine Randall—PPL Barb Recknagel—Kepro

Discussion and Conclusions:

Discussion/Follow-up:

BMS Updates: Teresa provided program numbers as of December 31, 2021 enrolled member- 87 and 45 members are self-directing their services. Teresa provided an update to the Council Members on the following changes that will or have affected the TBIW Program.

COVID 19 and Appendix K:

CMS allows states to waive or extend certain requirements during a pandemic if the state completes the required document called Appendix K. BMS completed and received approval from CMS on its' Appendix K. West Virginia can keep the Appendix K revisions in place up to six (6) months once the public health emergency has ended. Please refer to link below to review a copy of the approved Appendix K.
<https://dhhr.wv.gov/bms/Programs/WaiverPrograms/ADWProgram/Documents/WV%20Combined%20Appendix%20K%207-21-2020.pdf>

Electronic Visit Verification (EVV):

Implementation of EVV continues. Personal Attendant (PA) staff who do not live in the home with the member will be required to use EVV. Case Managers will be subject to use EVV, later in the implementation phase. March 2022 will be the one (1) year anniversary for the implementation of EVV in West Virginia.

Conflict Free Case Management (CFCM):

Full implementation of CFCM is on hold while the state is operating under Appendix K. However, BMS has asked Kepro to assist applicants and member's transferring services to make nonconflictual selections.

House Bill 4609:

BMS received notification regarding House Bill authored by Delegate Rohrback for a fiscal note (FN). BMS has responded to the request. Teresa stated that information from the Kentucky waiver programs, and service codes used in the IDDW program was used to respond to the fiscal impact that the proposed bill would have.

American Rescue Plan (ARP):

Funds from the ARP will be used to support a new service code, Environmental Accessibility Adaptations (EAA) home and vehicle for TBI and AD Waiver programs. BMS and Kepro staff developed draft language for both the CMS application and policy to include this new code. The spending plan can be found here:

<https://dhhr.wv.gov/bms/News/Documents/WV%20State%20ARP%20HCBS%20Spending%20Plan.pdf>

TBIW Amendment and Policy Changes:

Additional changes to both documents will include the Certified Nursing Assistant credentials to be accepted to meet the Personal Attendant initial and ongoing training topics outlined in policy. This will hopefully give flexibility in onboarding new staff for open positions.

National Center on Advancing Person-Centered Practices and Systems' Beyond Compliance Leadership Learning Collaborative:

The NCAPPS Beyond Compliance Leadership Learning Collaborative will assist leaders of agencies across all types of human service systems to apply Michael Smull's *9 Elements of a Person-Centered System* in concert with the Person-Centered Practices Self-Assessment available through NCAPPS.

Leaders within BMS HCBS unit, BoSS, stakeholders and Kepro have submitted applications that were accepted. The Leadership Learning Collaborative will begin in February 2022 and take place over ten 60-minute World Café-style sessions.

(Attachments: 9 Elements of a Person-Centered System and NCAPPS_SelfAssessment_201030)

PPL Updates:

Katharine provided an update to the Council Members on the self-direction service delivery model. There are forty-one (41) active TBI Waiver program members, self-directing his/her Personal Attendant Services.

Katharine stated that twelve (12) of the forty-one (41) self-directing member's employees are using EVV. Live in Personal Attendant Staff are not subject to EVV. Currently there are two (2) TBI Waiver members self-directing that has requested and been approved for a PERS unit.

Money Follows the Person (MFP) and Take Me Home (TMH) updates:

Sara provided an update to the Council members on the Take Me Home Program. Currently there are zero (0) reserved TBIW/TMH slots for the remaining fiscal year. The

four reserved slots were reallocated to non TMH applicants.

Marcus provided an update to the Council members on the status of the Capacity Building Grants supported with MFP funds:

1. Expanded Telehealth: The scope of work and contract requirements have been approved and this project is moving forward. The project is to develop a screening tool for HCBS members who would benefit/use telehealth services.
2. No Wrong Door: The grant application with BoSS is under a resubmission process.
3. On-Line Case Management: There are two (2) sources of funding for the on-line case management, ARP, and MFP funds. Currently DHHR is determining the procurement process. System specification and development will occur later.

The MFP staff are in the process of developing the 2022 budget to submit to CMS. Marcus reminded the Council that MFP has funding authorized through 2023.

UMC updates:

Barb provided an update to the Council members on Kepro functions for the TBI Waiver program.

Staff changes: Council was informed that Delena Arthur will be retiring at the end of March. Delena has been with the TBIW program for ten years. She will be missed. Kepro is in the process of hiring her replacement.

Atrezzo Next Generation (ANG) : Enhancements to the Care Team functions in ANG have been approved. The enhancement will allow the Provider a user role that will also allow them to create Care Team slots when necessary.

Barb presented the second quarter (October-December 2021) Quality Management Data Summary to the Council.

1. Service Planning Performance Measures achieved 100% for the reporting quarter.
 2. Participant Safeguard Performance Measure achieved 100% for the reporting quarter.
- Barb reviewed the Critical incidents reported in the WV IMS for the review period with the added data requested from the Council =during November 2021 meeting.

The data showed that 12 of the 15 reported critical incidents had formal staff at the time of the incident. The three (3) remaining members with critical incidents had informal supports.

Agenda Item	Council Quality Management Plan Feedback Findings	Presenter	Barb Recknagel
-------------	--	-----------	-------------------

Discussion and Conclusions:

Discussion/Follow-up:

Barb presented findings from members' surveys and trainees' evaluation forms as means to measure performance for strategies # 1 and # 2 from the Council Quality Management Plan (QMP).

Strategy # 1: Incorporating and improving person-centered needs identification in the TBI Waiver Program.

Members Feedback

Kepro staff reviewed eleven (11) Service Requests from October-December 2021. All Service requests reviewed included the completion of the two (2) Person Centered discovery tools. Kepro attempted to contact and conduct the phone interviews with all eleven members. Nine (9) members agreed and completed the phone interview. This represents an 82% response rate.

Findings

- 88%** of members surveyed stated that their service plan included **“All of things that are important to you”**
- 100 %** of members responded **“Yes”** that the Morning Ritual Tool was helpful
- 100 %** of members responded **“Yes”** that the Good Day/Bad Day Tool was helpful
- When asked, do you believe that your case manager understood what was important to you, **100 %** of the members surveyed responded **“Yes”**

Strategy # 2: Establishing person-centered planning best practice in the TBI Waiver Program.

Training Attendees Feedback

Training Evaluation forms were sent to each register attendee for the sessions conducted in 2021. The training evaluation focus on two (2) main areas of learning: enhancing the trainee’s knowledge and skills.

June and July 2021 Training Feedback

[The training session has better prepared me to perform my job.](#)

82 % of the trainees strongly agreed

18% of the trainees agreed

[My knowledge of the topic improved from this training.](#)

82 % of the trainees strongly agreed

18% of the trainees agreed

September 9, 2021 Training Feedback

[The training session has better prepared me to perform my job.](#)

93% of the trainees strongly agreed

7% of the trainees agreed

[My knowledge of the topic improved from this training.](#)

93 % of the trainees strongly agreed

7% of the trainees agreed

December 9, 2021 Training Feedback

[The training session has better prepared me to perform my job.](#)

89 % of the trainees strongly agreed

11% of the trainees agreed

[My knowledge of the topic improved from this training.](#)

90 % of the trainees strongly agreed 10% of the trainees agreed		
Action Items	Person Responsible	Deadline
None requested during Council Meeting		

Agenda Item	Stakeholders Updates	Presenters	Carissa Davis Angie Morales
-------------	----------------------	------------	--------------------------------

Discussion and Conclusions:

Discussion/Follow-up:

Updates from Olmstead:

Carissa Davis provided an update to the Council regarding the Olmstead program. She informed the Council that there is funding for transitions and diversion, applications continue to be received and reviewed by the Olmstead Council. The Olmstead Council has a vacancy for a TBI Waiver Provider. It was suggested that Carissa attends the next Quarterly provider meeting (QPM) and explain the Council functions and activities of its' members.

Updates from WVU-CED TBI Services

Angie Morales proved an update to the Council regarding WVU-CED TBI Services program. Since July 1, 2021, the program was served 279 individuals, eighty (80) unduplicated FUNDS for YOU applications have been submitted. Staff continue to attend the various support groups. WVU CED continue to offer online support group , caregiver support groups and mindfulness sessions monthly.

Information on pre-conference and conference sessions for the upcoming

Thriving after Brain Injury: Living Our Best Lives can be found at

<https://tbi.cedwvu.org/conferences-and-events/wv-tbi-conference-2022/>

Action Items	Person Responsible	Deadline
1. Invite Carissa Davis at next QPM	Barb	Completed

Agenda Item	Public Comment/ Wrap Up/ Confirm next meeting date	Presenter	All
-------------	--	-----------	-----

Discussion and Conclusions:

There was no Public Comment.
Next meeting date is May 19, 2022
Motion to adjourn the meeting: Heather Velez
No second required
Meeting ended at 11:00 am

Action Items	Person Responsible	Deadline
Council Meeting Agenda and Program Reports due to Council Members	Barb Recknagel	May 5, 2022

Minutes taken by: Barbara Recknagel, MSW, LGSW, CBIS, Manager-Kepto